



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen MadridPhone: [REDACTED]Fax: ([REDACTED])Priority: Respond Within Five DaysOpinion No. 2006 - 51552Date: 5/1/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By: **David****Justice**Account Name: David JusticeHome: [REDACTED]Street: [REDACTED]Work: (000) 000-0000City: [REDACTED]CBR: [REDACTED]State: AZ Zip: [REDACTED]is: [REDACTED]Utility Company. **Arizona Public Service Company**Division: ElectricContact Name: For assignmentContact Phone: (602) 000-0000**Nature of Complaint:**

My wife and I are retired and thus live on a fixed income. The continued rate hikes squeeze us tighter and tighter every time an increase is approved. We are not for this rate increase.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

May 1, 2006

David Justice
[REDACTED]

RECEIVED
2006 MAY - 1 A 9:37
AZ CORP COMMISSION
DOCUMENT CONTROL

RE: ARIZONA PUBLIC SERVICE

Dear Mr. Justice

Your letter regarding the Arizona Public Service ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the

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consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at [REDACTED]

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

5/1/06 Opinion noted and filed in docket no. E-01345A-05-0816 and in docket no. E-01345A-06-0009 (Dec. 67744) closed

End of Comments

Date Completed: 5/1/2006

Opinion No. 2006 - 51552

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51536

Date: 4/28/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Steve**

Ramar

Account Name: Steve Ramar

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company. **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Here's my comment on the APS rate hike - this keeps happening over and over again - customers are hard hit - our wages don't rise as fast as the price of living does - if APS' infrastructure is that unstable, that if you don't cave into their demands we "might have blackouts", FORCE THEM TO MERGE WITH SRP, with SRP being the governing entity - APS is greedy and self-absorbed, and since their focus is profit, not community service, they're never going to do what's right by the community or their rates payers. SAY NO!!!!!!!!!!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Carmen Madrid [REDACTED]
Sent: Friday, April 28, 2006 11:18 AM
To: Ramar, Steve
Subject: RE: Customer Comment On APS Rate Hike

4/28/06

My name is Carmen Madrid and I am a Public Utility Consumer Analyst with the Arizona Corporation Commission, Utilities Division. I am in receipt of your public comment form that was submitted by you in reference to the APS rate increase application. This is to inform you that the form I received by e-mail is blank. Please submit your comments to me at [REDACTED].

Thank You
Carmen Madrid
Public Utility Consumer Analyst
Arizona Corporation Commission
Utilities Division

ARIZONA CORPORATION COMMISSION
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From: Ramar, Steve [REDACTED]
Sent: Friday, April 28, 2006 11:20 AM
To: Carmen Madrid
Subject: RE: Customer Comment On APS Rate Hike

I submitted this EXACTLY in accordance with your own website's instructions.

From: Carmen Madrid [REDACTED]
Sent: Friday, April 28, 2006 12:36 PM
To: Ramar, Steve
Subject: RE: Customer Comment On APS Rate Hike

4/28/06

Dear Sir:

Something didn't work, if you don't mind can you try it again? If you have a fax machine you may also fax the comments me at fax number [REDACTED]

Thank You,
Carmen Madrid
Public Utility Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

Sent following response to customer. Opinion filed in docket no. E-01345A-05-00816. closed

April 28, 2006

RE: ARIZONA PUBLIC SERVICE

Dear Sir:

Your e-mail regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at [REDACTED]

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Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division
End of Comments

Date Completed: 4/28/2006

Opinion No. 2006 - 51536
